

GENERAL TERMS AND CONDITIONS

All content on the site and subpages of the biofieldcare.com website is copyrighted. The owner, manager, provider and seller is the legal entity Biofield Care, Nina Kokalj s.p. The Website (including all its subpages) is for your own use and general information only. In the event of using the website (browsing, obtaining information, purchasing, etc.), you agree to the general terms and conditions as set out on this page. If you do not agree with the general terms and conditions, it is considered that you may not use the website (browsing, obtaining information, purchasing, etc.). We reserve the right to change the general conditions at any time and without prior notice. All changes take effect immediately after the change.

General provisions

The General Terms and Conditions and all data are available to the user in the Slovenian language on the website. Distance buying and selling contracts are concluded in the Slovenian language and are also available to the user on the biofieldcare.com website.

The administrator of the website will try to ensure the up-to-dateness and accuracy of the information on the site, such as the essential characteristics of the goods, price, terms of delivery and purchase, methods of payment, a complaint procedure, etc. The site manager also provides photos of products and services that are considered to be symbolic and do not necessarily offer the features of the products or services. Published content does not have the character of an official document, except where explicitly stated. We reserve the right to change the content of the website for technical, legal, business, or other reasons, at any time and without prior notice.

The operator of the website ensures that all services are available 24 hours a day, seven days a week, but does not guarantee that the electronic services will operate without interruption, problems or errors, nor does it guarantee the success of the use of these services. Any criminal and civil liability for loss of or impaired access to data or any other incidental, special, or consequential damages arising out of the use or possible inability to use the website, including and without limitation on lost revenue or expected profit, loss of goodwill, is excluded.

The statutory permit promises that it has excluded any liability of Biofield Care or other legal or natural persons (from now on other persons) who have invested in the accommodation on the biofieldcare.com website.

The website contains cookies for the smooth operation of the site. The operator does not collect any personal data about visitors to the website.

Special provisions

Images and texts are informative and are for information purposes only. It is also considered that images, documents, data, and information are useful only as a source of general data and are not a substitute for consultation with a doctor or pharmacist. Be sure to consult your physician or pharmacist regarding your medical condition or illness.

The information is taken from the professional literature and texts published on various websites, as well as from the information provided to us by the users of the products. All information and documents are supported by multiple tests and research, which do not necessarily have to be confirmed by the competent European office. Although we act with the utmost care in collecting the information we publish and take care of its accuracy, completeness, and timeliness, our criminal and civil liability for factual and legal errors in the data is entirely excluded. We are not responsible for any direct or indirect damage or inconvenience which could be incurred by the user due to the inability to use or use any incorrect or deficient information that may be found in our promotional material. If you alert us to errors, we will try to correct them as soon as possible.

The administrator may, in its sole discretion, cancel, prohibit or prevent (temporarily or permanently) access to the website as well as the use of the biofieldcare.com website.

User responsibility

It is considered that every visitor to the website is also a user of the website. He is obliged to use the website and electronic services on the biofieldcare.com website following the applicable regulations and by these general terms and conditions. The user may use the services only in his name and for his account and in the name and on behalf of those business entities for which he has a valid authorization or other legal bases under applicable regulations.

Minors may not use the services of the biofieldcare.com website. If we suspect that the user of the site is a minor, we reserve the right to refuse the purchase. We also reserve the right to refuse the buy to all users who violate the general conditions or to all users without a valid license to use the site.

The user of the website expressly agrees to use the website and all electronic services solely at his own risk. The content and functionality of the site are considered to be available to the user under these general terms and conditions. The user has no additional rights.

The user expressly undertakes not to act disproportionately when using the website and electronic services, to violate applicable laws, to jeopardize information security, or to encourage third parties to do so. Any misrepresentation, infringements of intellectual property rights, copyright infringement, unauthorized collection of information, disruption of the work process, etc. are considered a violation of the general terms and conditions of the website. The user assumes all possible civil and criminal liability for such conduct.

The user expressly agrees that all data, information, and documents sent are accurate and correct.

Use of the Website

The use of the biofieldcare.com website is enabled for all-natural and legal persons, and it is not necessary to register or log in to view the site and make a purchase (i.e., a quick purchase). The user may, at his discretion, request the deletion of user data at any time. The user undertakes to use the website under these general terms and conditions.

The invoice is issued in e-form, with a breakdown of costs, and is forwarded to the customer.

Technical means for identifying and correcting errors before placing an order

Before placing an order, the customer can check the information he has filled in to place the order. In the event of incorrect entry, the customer has the option of correcting any errors. If it finds that the information is correct, it confirms the order by clicking on "Submit order".

Confirmation, cancellation, and rejection of the order

The order on the biofieldcare.com website is confirmed when the customer confirms the placed order when placing the order by clicking on "Place order."

The customer can cancel the placed order in the following ways:

- to send an e-mail requesting the cancellation of the order within an hour.

The administrator of the website may reject the order for which he finds that he cannot perform it under the stated conditions, or for any other reason under the general terms. If the seller is unable to fulfill its obligations (the goods are not in stock, the buyer is a minor, any other reasons), the administrator will notify the user and return all previous payments in the same way as if it were withdrawal from the contract.

Distance contract

The purchase contract is concluded after confirmation of the order. At that time, it is considered that the buyer has given his consent for the shipment of goods. The sales contract (order) is stored in electronic form in the Slovenian language on the server of the website biofieldcare.com.

The Buyer (a natural person who acquires or uses goods and services for purposes outside his professional or gainful activity) has the right to withdraw from the contract within fourteen (14) days from the receipt of the goods and return the purchased goods without any compensation, except in cases determined by these general conditions.

The buyer is obliged to notify the seller in writing of the withdrawal from the contract within the period referred to in the above paragraph, without having to state the reasons for his decision. The customer addresses the notice to the e-mail address of Biofield Care: info@biofieldcare.com.

Return of goods received within 14 days of receipt without prior written notice is also considered a withdrawal from the contract. The buyer must return the goods received based on the agreement from which he withdrew at the same time as the notice of withdrawal or no later than within thirty (30) days after the announcement of withdrawal has been sent.

The buyer must return the received goods undamaged, and in the same quantity, the products must be unused and in the original packaging. A copy of the invoice and all other accompanying documents must be attached. All possible return costs are borne by the buyer, which also includes delivery costs. The seller is not obliged to accept redemption shipments or shipments that do not

comply with the provisions set out in these general terms and conditions.

We return the money explicitly to the transaction account as soon as possible or no later than 30 days from the notification of withdrawal from the purchase and receipt of returned products.

Special provisions for the return of products

Withdrawal from the contract is not possible for deals the subject of which is:

- products that have already expired;
- gift certificates.

The seller will not accept a returned shipment if it shows any signs of use, in particular as:

- In the case of sealed equipment, the seal (eg, original label) is broken or damaged;
- Open content or damaged packaging and damage to the packaging;
- In case of mechanical damage to the goods;
- If the buyer of the returned products is not correctly and adequately protected for transport.

Complaints

If the ordered product does not have the physical properties promised by the seller or the seller shipped the wrong product, in the incorrect quantity, in the wrong color, etc., the buyer can advertise the goods with a written notice to info@biofieldcare.com. In the event of a faulty delivery of the product, the buyer must immediately inform the seller, who will try to resolve the complaint as soon as possible.

The seller will respond to the written notice within eight working days of receiving the notice. If he finds that the claim is unjustified, he will inform the customer and return the product to him at his expense, if in the meantime, he has already received the product that is the subject of a complaint.

As part of the complaint, the buyer may request a replacement of the goods or a refund of the purchase price (in this case, the purchase price may be reduced for the time of use of the product, but not more than the amount by which the market value of the article has decreased as a result of use).

The seller reserves the right to reject the complaint in the following cases:

- If the goods have not been returned in the original packaging;
- If the customer does not provide a copy of the invoice;
- If the goods are sent to the seller's address with a ransom;
- If improper packaging and shipping have caused mechanical damage to the products or caused any damage.

The seller is not responsible in the following cases:

- If damage to the product has occurred as a result of improper use, negligent or intentional conduct by the customer (or third parties), mechanical injury and damage in the event of force majeure or natural disasters;
- For damage caused during transport by the delivery person.

Final Provisions

The website and all subpages are owned and operated by Biofield Care, Nina Kokalj s.p. The company does not guarantee that the content of this website is following European legislation or Legislation of other countries. Therefore, everyone who accesses the site from other countries accesses and uses the website at their own risk and following the general conditions. All users must ensure that they use the website under the applicable laws of the countries from which they access the site. If any provision of the General Terms and Conditions is not following the applicable law or is not valid for any other reason, this does not mean that the General Terms and Conditions are invalid. Still, this provision will be simply deleted from the General Terms and Conditions. The user is obliged to warn us of such an arrangement.

Users can address their opinions, inquiries, comments, complaints, objections, returns, complaints, and more to the email address info@biofieldcare.com. We are not responsible for the opinions of users, nor are the opinions of users our opinions.

The manager resolves any complaints as a matter of priority and in the spirit of good business cooperation. For this purpose, the manager will confirm to the buyer within eight days of receiving the written complaint that he has received his complaint and inform him of the progress of the procedure and the estimated time of the hearing.

If a possible dispute between the service user and the service provider cannot be resolved in agreement with the method of resolving complaints, the dispute shall be resolved before the competent court.

The General Terms and Conditions were drafted by the director of Biofield Care, Nina Kokalj, in Ljubljana, on June 24, 2019.

We wish you many pleasant purchases in our online shop!